

IT Project Advisory Review & Oversight

DESCRIPTION: Provides management and support of Project Review Board (PRB) advisory and oversight in their work to promote project success and advise on project risks.

Supports IT projects in reporting to PRB, and maintain documentation and repository for transparency and integrity of PRB work.

INCLUDES

Support to PRB for their Decision Making

- ✓ Review of project funding release requests and recommendations
- ✓ Identification of project risks and mitigation strategies
- ✓ Review of on average 800 project documents per year
- ✓ Reporting to PRB on projects at risk
- ✓ Track compliance with the countywide policy for IT Project Managers
- ✓ Create summary IT Project Portfolio status reports
- ✓ Manage Quality Assurance Reviews for PRB and Project Sponsor
- ✓ Development of project reporting requirements for PRB reviews
- ✓ Periodic review and proposal for advancing PRB oversight
- ✓ Ensure compliance with King County Code for project oversight
- ✓ Review and revision of PRB Standard Operating Procedures
- ✓ Maintain web/SharePoint sites and publish PRB records: over 13,000 project documents, PRB decisions, actions, minutes

Support to IT Projects for PRB Reviews

- ✓ Support and training for project managers and other board members
- ✓ Identification of Project Risks and Recommendations for projects
- ✓ Facilitate funding release request review and release with the CIO/PRB
- ✓ Meetings with PRB members and projects as needed

Assist Projects With:

- ✓ Project Preparation for PRB Reviews
- ✓ Policy requirements for Project Manager Selection
- ✓ Preparing for a Funding Release and briefings
- ✓ Follow up on PRB Recommendations and Actions
- ✓ Providing Access to PRB Record of the Project
- ✓ Guidance for Monthly Status Reporting to PRB
- ✓ Coordination with Agency Oversight and Investment & Oversight Board
- ✓ Providing Guidance for Closing the Project
- ✓ Providing Status of County's IT Project Portfolio
- ✓ Reporting on Projects in Annual Technology Report
- ✓ Coordinating with PMO, PSB, Council & Council Auditor Staff

SERVICE LEVEL METRICS

Quality: percent of PRB Funding Release requests for which the project provided complete and required project documentation [Target SLA 100 %]

Timeliness: percent of PRB Funding Releases reviewed with a recommendation to CIO/PRB within two weeks of initial submittal, where no follow ups are required [Target SLA 90 %]

Customer Service: percent of IT Project Managers, BMC and TMB indicating Overall Satisfaction with PRB Oversight [Target SLA 90 %]

COST

- Mandated Service Allocation

CUSTOMER RESPONSIBILITIES

IT Projects

- Provide accurate and timely project information to PRB
- Provide Monthly Project Status Reports by the first of the month
- Follow PRB process and requirements for funding releases
- Provide planned timelines for requesting funding releases
- Provide Project closeout report within one month after reporting project completion

Agencies

- Provide benefit realization report within 1 year after reporting project completion

PRB

- Direction and feedback for PRB staff on the PRB methodology and project review

King County Strategic Plan Alignment

Service Excellence:

- 1c. Improve local service delivery

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